DEFENSE SECURITY SERVICE

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Most common reasons security clearance requests are rejected by the Defense Industrial Security Clearance Office (DISCO) and the Office of Personnel Management (OPM).

The most common causes of rejection include submission of application packages with incomplete information, i.e., subject not including the company submitting the investigation request as the current employer, missing fingerprint cards or unclassifiable (illegible) fingerprints, and no identifying information for relatives born abroad.

Individual applicants and security officers can help expedite the clearance process by ensuring the submitting company is listed as the subject's current employer, and ensuring all other forms are completed accurately; by familiarizing themselves with the appearance of a properly rolled set of fingerprints, in order to ensure that the submitted fingerprints will not be rejected; and when possible, by listing references located in the United States who can verify overseas activities.

TABLE A: Top Defense Industrial Security Clearance Office (DISCO) Rejection Reasons
The following issues account for 99% of investigation requests rejected by DISCO:

#	Issue	Corrective Action
1	Missing employment information	List all employment, include the company which is submitting the clearance request as current employer
2	Missing information on relatives born abroad (U.S. citizen/national)	Provide complete proof of relative citizenship information, including document identification numbers
3	Incomplete information concerning debts or bankruptcy	Disclose all financial obligations which are delinquent, and all information pertaining to bankruptcy. Include dates, amounts, account numbers, and name of the organization to which debt is/was owed
4	Missing social security number for adult co-habitant	Provide complete information for each field. If cohabitant is a U.S. citizen born outside the United States, provide complete proof of citizenship information, including document identification numbers

5	Missing Selective Service registration information	A male applicant born after December 31, 1959 who has not registered for Selective Service must fully explain the reasons for not having registered, with reference to any applicable legal exemption(s). Persons can verify their Selective Service registration and obtain their registration information online from the Selective Service System at the web site http://www.sss.gov or telephonically at 1-847-688-6888
6	Request ID number on e-QIP does not match the number on the Certification and/or Release(s)	Pages printed from e-QIP contain the request ID of the questionnaire completed by the applicant and must match the investigation request ID being submitted to OPM. The Request ID number cannot be hand written
7	Illegible Certification or Release Forms	Provide complete information for each field and ensure there are no stray marks on the forms before and after scanning. Ensure the top, bottom and sides of each
8	Missing education information	Provide complete name and address of the school and a person who has knowledge of the applicant. If the most recent degree falls outside the scope of the investigation (7 or 10 years), provide information regardless of how long ago the degree was obtained.
9	Missing Certification or Release Forms	The personnel security investigation cannot proceed without a signed and current release form. Scan and attach the forms in JPAS. The Fair Credit Reporting Disclosure and Authorization form is required.
10	Name disparity on Certification / Release forms and SF-86	Type or legibly print the name as it appears on the questionnaire. Do not use a middle initial if a full middle name is given on the questionnaire.

TABLE B: Top Office of Personnel Management (OPM) Rejection Reasons
The following issues account for 97% of investigation requests rejected by OPM:

#	Issue	Corrective Action
1	Unclassifiable (illegible) fingerprints	Become familiar with the appearance of a properly rolled set of fingerprints.
2	Fingerprint cards not submitted with the required timeframe	Fingerprint cards must be provided to OPM within 14 days of approval by DISCO. More details on when and how to submit fingerprint cards is available on DSS.mil
3	Illegible or missing information on release forms	Provide complete information for each field and ensure there are no stray marks on the forms before and after scanning. Ensure the top, bottom and
4	Certification / Release forms do not meet date	Use the date format mm/dd/yyyy. The forms cannot be older than 120 days.
5	Erroneous place of birth information	Provide City, County and State; or Country if born outside of the U.S.
6	Erroneous date of birth information	Date of birth must be accurate and consistent with other forms. Use the
7	Request ID number on e-QIP does not match the number on the Certification and/or Release(s)	Pages printed from e-QIP contain the request ID of the questionnaire completed by the applicant and must match the investigation request ID being submitted to OPM. The Request ID number cannot be hand written
8	Missing references (character, residential, employment, or educational)	Provide complete and accurate information for at least two individuals, with complete U.S. addresses and phone numbers
9	Certification / Release forms not submitted	The personnel security investigation cannot proceed without a signed and current release form. Scan and attach the forms in JPAS. The Fair Credit Reporting Disclosure and
10	Missing employment information	List all employment, including the company which is submitting the clearance request as current employer